

Get an overview of the online moving process with pro tips from experienced customers and counselors.

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Need more? Visit or call your [local transportation office](#).

## TUTORIAL

### File a Loss & Damage Report

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Thu Mar 22 15:00:00 GMT 2018 Logout  
Gordy Jones MSG/E-7 United States Air Force

Defense Personal Property System

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Welcome to DPS

Start a New Move Shipment Management Customer Satisfaction Survey Claim History

Current Move

21 Mar 2018: FORT BELVOIR to MIAMI  
Order Number 0192-5577  
Order Type Permanent Change of Station

Shipment Status 1-HHG: Delivered Complete  
BGAC0001334

<b>Desired Pickup Date</b> 20 Mar 2018 <b>Actual Pickup Date</b> 2018-03-20 00:00:00	<b>Origin</b> 908 W. POINT DRIVE FORT BELVOIR, VA 22060 UNITED STATES <b>Move Type</b> 1-HHG: Household Goods <b>Total Pro-Gear Weight</b> 100 lbs - Service Member 50 lbs - Spouse	<b>Destination</b> 990 COCONUT WAY MIAMI, FL 33107 UNITED STATES <b>Estimated Shipment Weight</b> 7650 lbs <b>Actual Shipment Weight</b> 7500 lbs	<a href="#">Edit My Order/Shipment Info</a> <a href="#">Print DD1797 Counseling Checklist</a> <a href="#">Print DD1299 Shipment Application</a> <b><a href="#">File a Claim</a></b> <a href="#">Complete Survey</a>
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[Add another shipment](#)

**INSTRUCTIONS:** To create a Loss & Damage Report, from the welcome screen locate your shipment and click on the File a claim link. If you've had previous moves, you may have to use the expand icon to locate your shipment.

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Goody Jones MSGT

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## DPS Landing Page

You should notify the Transportation Service Provider (TSP) (the moving company of any loss or damage to your personal property **within the 75 days (applicable to household goods shipments picked up prior to May 15, 2020) or within the 180 days (applicable to household goods shipments picked up May 15, 2020 and after)** of the delivery of your shipment.

**READ THESE INSTRUCTIONS FIRST!**

Welcome to your Claims Home Page.

1. You should notify the Transportation Service Provider (TSP) (the Moving Company) of any loss or damage to your personal property within 75 days of the delivery of your shipment.
2. There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file a claim:
  - a. Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery. You can also file a Loss/Damage Report in the DPS Claims Module. Note: You do not have to file a Loss/Damage Report as long as you file your Claim within 75 days of the delivery of your shipment. Submitting a Loss/Damage Report does not constitute filing a claim.
  - b. Filing Your Claim. You must file your Claim in the DPS Claims Module. To prepare to file your claim, you will need to know what items were lost or damaged to include the inventory number, year of purchase, and purchase cost. Pictures of damaged items can be uploaded into the DPS Claims Module. Once your Claim has been submitted, your Moving Company will contact you with an email within 30 days to complete the Claims process.
3. Step-by-step instructions for both Loss/Damage Report notification and how to file your Claim are located at [www.move.mil](http://www.move.mil).
4. We are currently working to improve the Claims process, and we appreciate your feedback.

Submitting items from your Loss/Damage report(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually file a claim for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDOC that the TSP is in bankruptcy.
3. A claim is not accepted by the TSP.

[Start My Loss and Damage Report](#)

[VIEW MY LOSS AND DAMAGE REPORT](#)

[Start My Claim](#)

[VIEW MY CLAIM](#)

[Help](#)

INSTRUCTIONS: To create a Loss & Damage Report, not a claim, select the Start My Loss and Damage Report button.



A Loss & Damage Report allows you to notify the moving company of your intent to file a claim for missing or damaged items. **Remember . . . a Loss & Damage Report is NOT a claim.**

You should notify the Transportation Service Provider (TSP) (the moving company of any loss or damage to your personal property **within the 75 days (applicable to household goods shipments picked up prior to May 15, 2020) or within the 180 days (applicable to household goods shipments picked up May 15, 2020 and after)** of the delivery of your shipment.

Thu Jan 10 19:36:34 UTC 2019

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
Home My P




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

## DPS Landing Page


### Loss/Damage Reports

**SAVE** **CANCEL**

Loss/Damage Number: 1-351737  
 BOL/GBL Number:  SC  
 TSP Reference No.: 

Delivery Date:    
 Loss or Damage at Delivery?:    
 Unpacking and Removal: 

Loss Damage Delay Reason:    
 Delay Reason Description: 

Comments (255 characters maximum): 

DoD Cust ID Number:   
 DoD Cust Name:   
 Rank/Pay Grade: /   
 Telephone Number:   
 DoD Customer Rank:   
 DoD Cust City:   
 DoD Cust Address:   
 DoD Cust State:   
 DoD Cust Country:   
 DoD Cust Zip Code:   
 Name of TSP:   
 Weight of the Shipment:   
 City:   
 Address of TSP:   
 State:   
 Zip:   
 Shipment Destination Address:   
 Shipment Destination City:   
 Shipment Destination State:   
 Shipment Destination Country:   
 Shipment Destination Zip Code:   
 Shipment Origin Address:   
 Shipment Origin City:   
 Shipment Origin State:   
 Shipment Origin Zip Code:   
 Shipment Origin Country:   
 Add/Update Loss/Damage Items **ADD** **SEARCH**

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
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On the Loss/Damage Reports page, select the icon in the BOL/GBL Number field. DPS will present a pop-up window with a list of shipments..

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

## DPS Landing Page


### Loss/Damage Reports

**SAVE** **CANCEL**

Loss/Damage Number: 1-35174N  
 BOL/GBL Number:  SC  
 TSP Reference No.: 

Delivery Date:    
 Loss or Damage at Delivery?:    
 Unpacking and Removal: 

Loss Damage Delay Reason:    
 Delay Reason Description: 

Comments (255 characters maximum): 

DoD Cust ID Number:   
 DoD Cust Name:   
 Rank/Pay Grade: /   
 Telephone Number:   
 DoD Customer Rank:   
 DoD Cust City:   
 DoD Cust Address:   
 DoD Cust State:   
 DoD Cust Country:   
 DoD Cust Zip Code:   
 Name of TSP:   
 Weight of the Shipment:   
 City:   
 Address of TSP:   
 State:   
 Zip:   
 Shipment Destination Address:   
 Shipment Destination City:   
 Shipment Destination State:   
 Shipment Destination Country:   
 Shipment Destination Zip Code:   
 Shipment Origin Address:   
 Shipment Origin City:   
 Shipment Origin State:   
 Shipment Origin Zip Code:   
 Shipment Origin Country:   
 Add/Update Loss/Damage Items **ADD** **SEARCH**

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
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Shipments

1 - 1 of 1

BOL/GBL Number	Customer	Rank/Pay Grade	DoD Customer Rank	Shipment Status	Shipment Type
0XFA0000885	Julie Bonjour	LTC/O-6	LTC	Delivered	DMRG

**Print** **Cancel**

Confirm

Please ensure that the customer information is correct. Update it if it has changed.


**OK** **Cancel**

Select a listed shipment in the pop-up window, select the Pick button and then confirm OK button. DPS will populate the record with information about the selected shipment.

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DPS Landing Page

Loss/Damage Reports

SAVE

CANCEL

Loss/Damage Number \*

1-353Y4N

Delivery Date:

07/19/2016

Loss Damage Delay Reason:

BOL/GBL Number \*

KKFA0000885

Loss or Damage at Delivery? \*

Delay Reason Description:

TSP Reference No.:

Unpacking and Removal:

Comments  
(255 characters maximum):

DoD Cust ID Number:

300LJOL7895

DoD Cust Name:

A Gordy Jones

Rank/Play Grade:

/

Telephone Number:

6184581256

DoD Customer Rank:

LTC

Name of TSP:

American Van Services, Inc.

Weight of the Shipment:

11,000

DoD Cust City:

123 Blue Bird Street

City:

513 Hollywood Blvd., NW

DoD Cust Address:

COLORADO SPRINGS

Address of TSP:

PT. WALTON BEACH

DoD Cust State:

CO

State:

FL

DoD Cust Country:

Zip:

32548

DoD Cust Zip Code:

80907

Shipment Destination Address:

123 Blue Bird Street

Shipment Origin Address:

12356 Sunshine Lane

Shipment Destination City:

COLORADO SPRINGS

Shipment Origin City:

LAKE LOS ANGELES

Shipment Destination State:

CO

Shipment Origin State:

CA

Shipment Destination Country:

80907

Shipment Origin Zip Code:

93550

Shipment Destination Zip Code:

UNITED STATES

Shipment Origin Country:

UNITED STATES

Add/Update Loss/Damage Items

ADD

SEARCH

Item

Item Name

Inventory Number


Loss/Damage Description

Item Creation Date

Select Save button to create the Loss & Damage Report.

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## DPS Landing Page

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### Loss/Damage Reports

[SAVE](#)
[CANCEL](#)

Loss/Damage Number: 1-3B3Y4N

BOL/GBL Number: KCFAD000885

TSP Reference No.:

Delivery Date: 07/19/2016

Loss or Damage at Delivery? N

Unpacking and Removal:

Loss/Damage Delay Reason:

Delay Reason Description:

Comments (255 characters maximum):

DoD Cust ID Number: XXX-KX-7895

DoD Cust Name: Gordy Jones

Rank/Pay Grade: /

Telephone Number: 6184581256

DoD Customer Rank: LTC

Name of TSP: American Van Services, Inc.

Weight of the Shipment: 11,000

DoD Cust City: 123 Blue Bird Street

DoD Cust Address: COLORADO SPRINGS

DoD Cust State: CO

DoD Cust Country:

DoD Cust Zip Code: 80907

City: 113 Hollywood Blvd., NW

Address of TSP: FT. WALTON BEACH

State: FL

Zip: 32548

Shipment Destination Address: 123 Blue Bird Street

Shipment Destination City: COLORADO SPRINGS

Shipment Destination State: CO

Shipment Destination Country: 80907

Shipment Destination Zip Code: UNITED STATES

Shipment Origin Address: 12356 Sunshine Lane

Shipment Origin City: LAKE LOS ANGELES

Shipment Origin State: CA

Shipment Origin Zip Code: 93550

Shipment Origin Country: UNITED STATES

[Add/Update Loss/Damage Items](#)
[ADD](#)
[SEARCH](#)

Next, update any required \* information. Now its time to use the ADD button to define one or more Loss/Damage Items and any associated file attachments (i.e., to upload pictures of damage).

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### Loss/Damage Reports

[SUBMIT](#)
[SAVE](#)

Loss/Damage Number: 1-3B3Y4N

BOL/GBL Number: KCFAD000885

TSP Reference No.:

Delivery Date: 07/19/2016

Loss or Damage at Delivery? N

Unpacking and Removal:

Loss/Damage Delay Reason: Other (if selected, please specify a reason below)

Delay Reason Description:

Comments (255 characters maximum):

DoD Cust ID Number: XXX-KX-7895

DoD Cust Name: Gordy Jones

Rank/Pay Grade: /

Telephone Number: 6184581256

DoD Customer Rank: LTC

Name of TSP: American Van Services, Inc.

Weight of the Shipment: 11,000

DoD Cust City: 123 Blue Bird Street

DoD Cust Address: COLORADO SPRINGS

DoD Cust State: CO

DoD Cust Country:

DoD Cust Zip Code: 80907

City: 113 Hollywood Blvd., NW

Address of TSP: FT. WALTON BEACH

State: FL

Zip: 32548

Shipment Destination Address: 123 Blue Bird Street

Shipment Destination City: COLORADO SPRINGS

Shipment Destination State: CO

Shipment Destination Country: 80907

Shipment Destination Zip Code: UNITED STATES

Shipment Origin Address: 12356 Sunshine Lane

Shipment Origin City: LAKE LOS ANGELES

Shipment Origin State: CA

Shipment Origin Zip Code: 93550

Shipment Origin Country: UNITED STATES

[Add/Update Loss/Damage Items](#)
[SAVE](#)
[SEARCH](#)

### Add/Update Loss/Damage Items

[SAVE](#)

Item Name: 1

Item Creation Date: 01/10/2019

Inventory Number: 1

Loss/Damage Description: Blue

### File Attachments

[ADD](#) [SEARCH](#)

Attachment Name	Type	Size (in Bytes)	Modified	Comments
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UNCLASSIFIED//FOUO-Private

Add your item, click the Save button to save your Loss/Damage Item. Click add again if you need to add another Loss/Damage Item. Repeat as needed to add all your Loss/Damage Items.

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DPS Landing Page

Loss/Damage Reports

**SUBMIT** **SAVE**

Loss/Damage Number: 1-383Y4N  
DoD Cust ID Number: 80FAD000885  
SP Reference No.:  
Comments (255 characters maximum):  
Delivery Date: 07/19/2018  
Loss or Damage at Delivery? N  
Unpacking and Removal:  
Loss/Damage Delay Reason: Other (If selected, please specify a reason below)  
Delay Reason Description:  
DoD Cust ID Number: XXX-JOL-7895  
DoD Cust Name: Gordy Jones  
Rank/Pay Grade: /  
Telephone Number: 618-661-256  
DoD Customer Rank: LTC  
Name of TSP: American Van Services, Inc.  
Weight of the Shipment: 11,000  
DoD Cust City: 123 Blue Bird Street  
City: 113 Hollywood Blvd., NW  
DoD Cust Address: COLORADO SPRINGS  
Address of TSP: FT. WALTON BEACH  
DoD Cust State: CO  
State: FL  
DoD Cust Country: 80907  
Zip: 32548  
Shipment Destination Address: 123 Blue Bird Street  
Shipment Destination City: COLORADO SPRINGS  
Shipment Destination State: CO  
Shipment Destination Country: 80907  
Shipment Destination Zip Code: UNITED STATES  
Shipment Origin Address: 12356 Sunshine Lane  
Shipment Origin City: LAKE LOS ANGELES  
Shipment Origin State: CA  
Shipment Origin Zip Code: 93550  
Shipment Origin Country: UNITED STATES

Add/Update Loss/Damage Items **ADD** **SEARCH** **EDIT**

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
1		1	Blow	01/19/2019

To complete the Loss/Damage Report process, after all items and attachments are added to the report, **you must click on the Submit button** to process the Loss & Damage Report.



Maintained by  
**USTRANSCOM**

United States Transportation Command

**Technical Help Desk**

For help using Move.mil or Electronic Transportation Acquisition.

**Phone**

Toll-Free: [\(800\) 462-2176](tel:(800)462-2176)

Commercial: [\(618\) 589-9445](tel:(618)589-9445)

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[usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil](mailto:usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil)

**Submit a ticket online**

<https://src.servicenowservices.com/src/>